

## Administrative Vendor - Performance Report February 2008

<b>Access for Infants and Mothers Program Performance Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Completeness determination of applications within three (3) business days after receipt from SPE.	<b>99%</b>	100%	1,441 out of 1,441 applications
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage (Mothers only).	<b>99%</b>	99.6%	928 out of 932 data transmissions
AIM Members-Only Toll-free line (1-800-433-2611) Line busy rate.	<b>3%</b>	0%	0 blocked out of 14,878 calls attempted*
AIM Members-Only Toll-free line (1-800-433-2611) Line abandon rate.	<b>3%</b>	2.4%	507 abandoned calls out of 14,878 incoming calls*
AIM Members-Only Toll-free line (1-800-433-2611) Seconds to live voice.	<b>85% in 25 seconds</b>	85.3%	10,589 calls answered in 25 seconds out of 12,742 calls answered*
AIM Members-Only Toll-free line (1-800-433-2611) Voice mail calls returned within two (2) business days	<b>100%</b>	100%	87 returned in 2 days out of 87 total voice mails

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

## Administrative Vendor - Quality and Accuracy Performance Report January 2008

<b>Access for Infants and Mothers Quality and Accuracy Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy of eligibility determinations for Access for Infants and Mothers (AIM) applications.	<b>98%</b>	100%	351 applications with correct eligibility determinations out of 351 AIM applications

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.